STATE OF TENNESSEE

RWES Training for Case Managers

3/15/2021

RWES Training Table of Contents

TN

RWES Training – Log In

- Link to log in to RWES: https://hssi.tn.gov/auth/login
- Sign in with DC number and password
- Click OK

RWES Training – Log In

- The next screen will show the last successful login and last unsuccessful log in
- Click OK

RWES Training – Log In

- There is the RWES and RWES Training system. To work in the active system, select RWES. Otherwise, click RWES Training to train in the system.

RWES Training - Homepage

- Once logged in the home screen will show upcoming announcements.
- Make sure log in is correct by checking username in upper right corner.

RWES Training - Homepage

- To go to client queue, select Client on homepage and then click Notifications on the dropdown

RWES Training - Homepage

- The Notification page shows status of clients assigned to you in RWES.
- The active client count represents all clients in RWES assigned to you.
- The left column can be clicked to show pending applications, receiving no services , actions required, etc.

All Notifications

Active Client Counts	0
Incomplete Applications	1
Pending Applications	0
Denied Applications	0
Accept Approved	0
Receiving No Services	0
View Re-Certifications	0
View Clinical Updates	0
View Actions Required	0

Incomplete Applications

	Client Name	Client SSN	Original Application Date
View	Check Time		8/24/2020

Showing 1 to 1 of 1 entries   Previous   1   Next

RWES Training - Homepage

- To access a client's file, click on the View button to the left of their name in blue.

RWES Training – Creating Client

- To add a new client click Client then click New Client
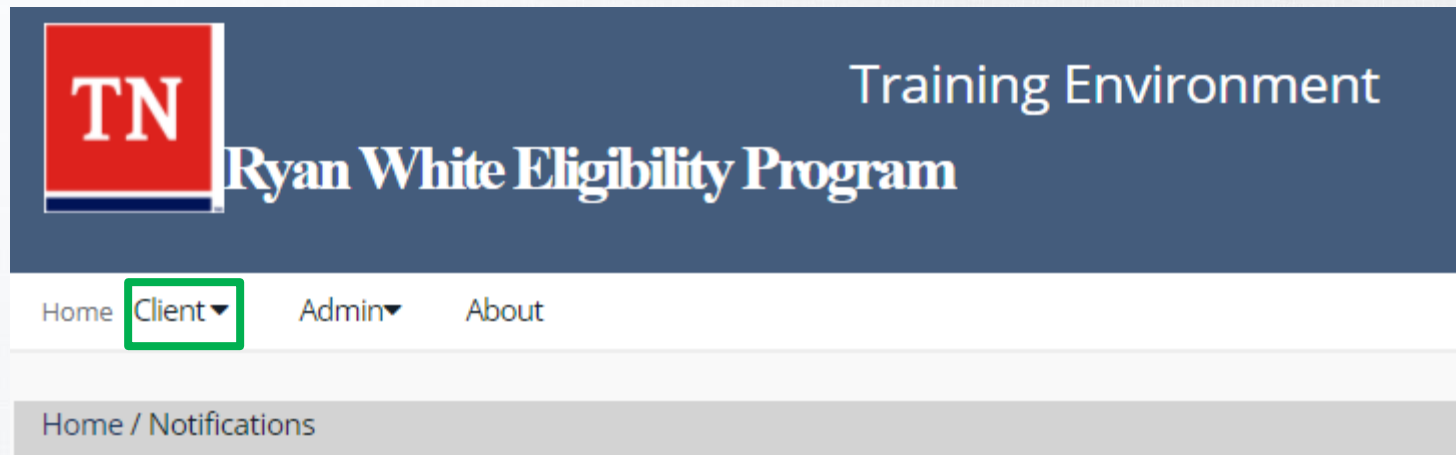
RWES Training – Creating Client

- Fill out the contact information for the client.
- Be sure to enter accurate information.

New Client Application

Contact Form

Client ID

SSN*
888555223

Date of Birth*
05/05/1955

First Name*
Test

Middle Name
M

Last Name*
McTest

Suffix
Suffix

Physical Address

Address line 1*
705 James Robertson

Address line 2
Address2

City*
Nashville

State*
Tennessee

Zip*
37243

County*
Davidson

Agency*
Nashville CARES

Primary Phone
615-888-5555

(615) 777-5555

test@mctestergmail.com

Email

11

RWES Training – Creating Client

- Be sure to use the name on the proof of identification document.
- This address cannot be a P.O. Box.

RWES Training – Creating Client

- If client is needing mail sent to another address, click Mailing Address Different and then fill out information.
- This address can be P.O. Box.

Alternate Phone

(615) 777-5555

Email Address

test@mctestergmail.com

Preferred Contact Method

Email

Mailing Address Different

☑

Mailing Address

Address line 1*

Address1

Address line 2

Address2

City*

City

State*

Tennessee

Zip*

Zip

County*

---Select County---

Is client a minor?

☐

RWES Training – Creating Client

- If Client is a minor mark the checkbox and then add appropriate information.

- Then click Add Note.

RWES Training – Creating Client

- Add note in new tab then click Save.
- All notes needs to include the date entered, the action taken, and who completed the action.

RWES Training – Creating Client

- After you have filled out Contact information for client click Save.
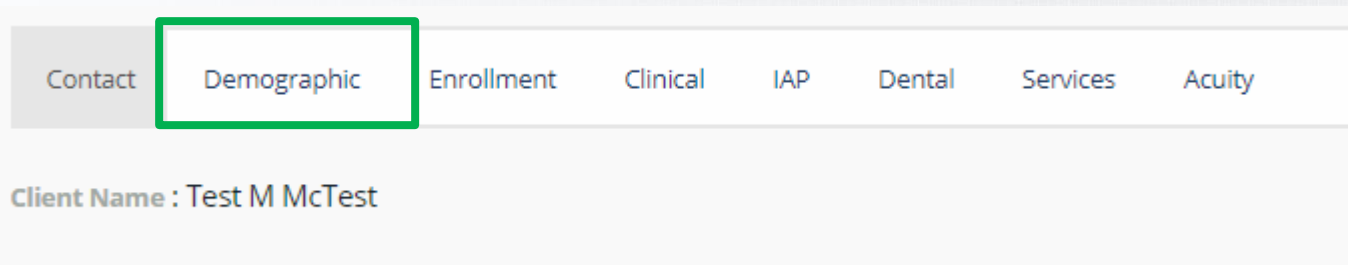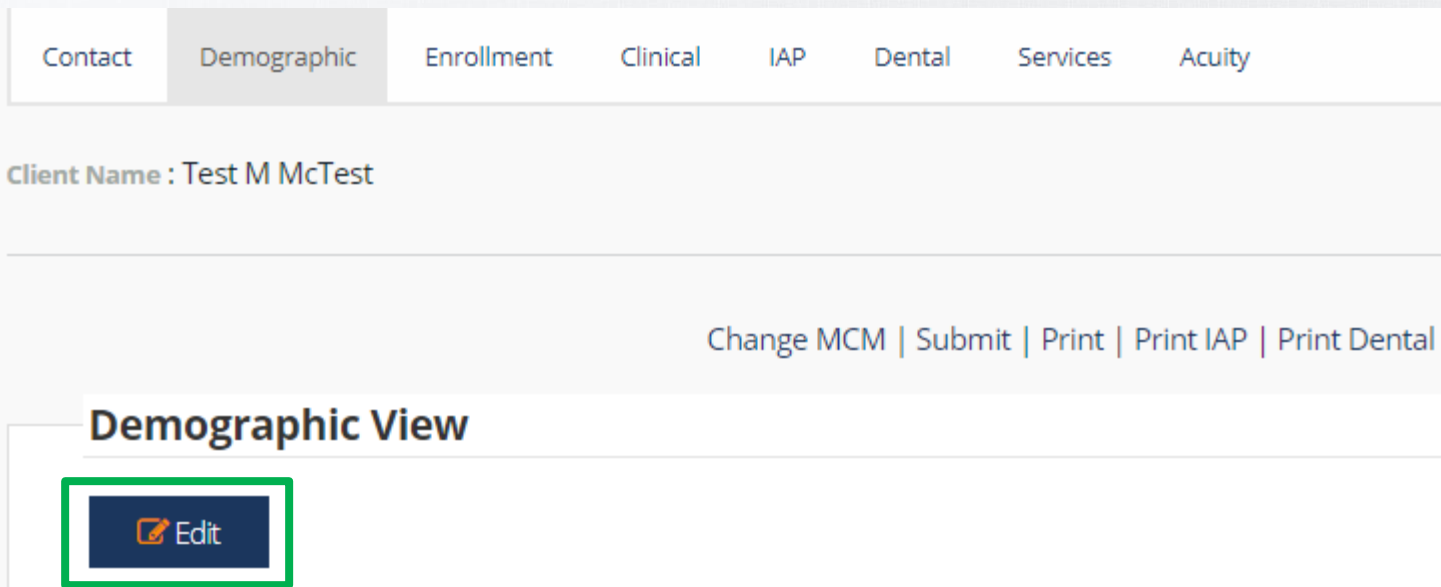
RWES Training – Creating Client

- After you have completed and saved the Contact Page click Demographic.

- Click Edit to start filling out Demographic Page.

RWES Training – Creating Client

- Fill out all of Demographic page.

Edit Demographic Information

Demographic

Gender*	Transgender	Gender at Birth*	Race*
Male	---Select Transgender---	Male	White

Ethnicity*	Hispanic Group	Asian Group	NHPI Group
Hispanic/Latino(a)	Another	---Select Asian Group---	---Select NHPI Group---

HIV\AIDS Status :   HIV/AIDS Diagnosis Date :

HIV/AIDS Status(One of the following HIV/AIDS status is required)

HIV/AIDS ?   HIV/AIDS Diagnosis Date
☑   05/05/2005

HIV?   HIV Diagnosis Date
☐

RWES Training – Creating Client

- Permanent Housing – Client owns or rents stable property
- Non-Permanent – Client housing situation is unstable
- Institution – Client is incarcerated or in a temporary treatment facility

AIDS ?

☐

AIDS Diagnosis Date

Marital Status*

Single ▾

Housing Status*

Permanent Housing ▾

Non-Permanent
Institution

Household Size*

1

Gross Annual Income* : .00

Total Gross Household Income

0.00

Total Year-to-Date Household income

0.00

MAGI

RWES Training – Creating Client

- Continue filling out Demographic Page. To add client income, Click MAGI

AIDS ?
☐

AIDS Diagnosis Date

Marital Status*
Single ▾

Housing Status*
Permanent Housing ▾

Household Size*
1

Gross Annual Income* : .00

Total Gross Household Income
0.00

Total Year-to-Date Household income
0.00

MAGI

RWES Training – Creating Client

- Click Add Household Member to add information

MAGI

(Modified Adjusted Gross Income) Worksheet

Date	RWES #	Last Name	First Name
4/14/2021		McTest	Test

Payroll Frequency	Number of Times Paid Per Year
Paid Every Week	52
Paid Every Two Weeks	26
Paid Two Times A Month	24
Paid Every Month	12

Household Member Name	Income Source	# Times Paid per Year	Gross Income Amount				Average Income	Annual Income
			Must have at least two consecutive pay stubs					
			Check 1	Check 2	Check 3	Check 4		
						Total Household Income		0

Household Member Name	Income Source	Payroll Frequency	Pay Periods Paid to-date	Year-to-date Income Amount (if available)	Average Pay Period Income	Annual Income
				Total Household Income		0

Save | Clear Data | Cancel | **Add Household Member**

RWES Training – Creating Client

- Enter the client's paycheck information then click Save. If you need to add another member's income, click Add Household Member button.

(Modified Adjusted Gross Income) Worksheet

Date	RWES #	Last Name	First Name
4/14/2021		McTest	Test

Payroll Frequency	Number of Times Paid Per Year
Paid Every Week	52
Paid Every Two Weeks	26
Paid Two Times A Month	24
Paid Every Month	12

Household Member Name	Income Source	# Times Paid per Year	Gross Income Amount Must have at least two consecutive pay stubs				Average Income	Annual Income
			Check 1	Check 2	Check 3	Check 4		
Test McTest	Job	24	1200	1950	0.00	0.00	1,575.000	37,800.000
					Total Household Income			37,800.00

Household Member Name	Income Source	Payroll Frequency	Pay Periods Paid to-date	Year-to-date Income Amount (if available)	Average Pay Period Income	Annual Income
Test McTest	Job	Two Times a Month	7	10650.00	1,521.429	36,514.286
				Total Household Income		36,514.29

Save   Clear Data   Cancel   Add Household Member

Right Click to 1Print

22

RWES Training – Creating Client

- After saving the MAGI a note will be entered showing it has been updated. If additional notes are needed add them and then click Save.

Gross Annual Income* : .00

Total Gross Household Income

37,800.00

Total Year-to-Date Household income

36,514.29

MAGI

Notes*

MAGI Updated 2021/04/14

Add Note

Back   Save

RWES Training – Creating Client

- Click on the Enrollment tab then click Edit

Contact	Demographic	Enrollment	Clinical	IAP	Dental	Services	Acuity

Client Name : Test M McTest   Case Manager

Enroll | Recertify | Dismiss | Deny | Change MCM | Submit | Print | Print IAP | Print Dental

Enrollment View

[Edit]

Client Status*	Reason for Application*	Application Date	Application Approval Date
	test		

MCM Recertification Submit Date	Recertification Approval Date	Original Application Date	Date Disenrolled from program
		4/14/2021	

Reason for Disenrollment	Agency*	Action Required Date	Action Required Note
	Nashville CARES		

RWES Training – Creating Client

- Dates will automatically populate when application nis submitted and approved. and Insurance information. The Status should show as

RWES Training – Creating Client

- Enter the future date of an action you want to be reminded to complete in the Action Required Date field and the action to be completed in the Action Required Note field. You will receive a reminder on the Notification Page.

Edit Enrollment Information

Enrollment

Client Status*	Reason for Application*	Application Date	Application Approval Date
Pending	New Application	04/14/2021	

MCM Recertification Submit Date	Recertification Approval Date	Original Application Date	Date Disenrolled from program
		4/14/2021	

Reason for Disenrollment	Agency*	Action Required Date	Action Required Note
---Select ReasonforDisenrollment--	Nashville CARES		

Insurance Assistance Received*	Insurance Assistance Type	Insurance Premium Amount	Health Insurance*
	Full premium payment	0	Medicare Part D

Insurance Effective Date	Plan Activation Date
04/14/2021	

RWES Training – Creating Client

- Full Premium – IAP pays the client's insurance premium and copays.
- Partial Premium Payment – IAP pays part of the client's insurance premium.
- Copay and Deductible – IAP pays only a client's copays and deductibles.

RWES Training – Creating Client

- Continue filling out enrollment tab. Please remember that Ryan White is payer of last resort, so be sure to apply to all available resources such as TennCare.

Did client apply for TennCare?   **Date applied for TennCare**
☑

04/14/2021

Is client on TennCare?   **Date enrolled in TennCare**
☐

Is client VA eligible?   **VA Eligible Date**
☐

COE Site   **VA Site**   **Private Provider.**   **Federally Qualified Health Center.**

Chattanooga Cares   No VA

Other Provider.

RWES Training – Creating Client

- Fill out Funding and Services Requested

Funding*

- ☐ Part A
- ☑ Part B
- ☐ Part C
- ☑ Part D

Services Requested*

- ☐ Drug Assistance
- ☐ Emergency Funding Assistance(EFA)
- ☑ Food Bank/Home Delivery
- ☑ Housing
- ☐ Vision
- ☑ Insurance Assistance
- ☐ Transportation
- ☐ Nutrition
- ☐ Dental
- ☐ Referral
- ☐ Medical Services
- ☐ Psych Social Report
- ☐ Medical Case Management
- ☐ Other

Other reason for request

RWES Training – Creating Client

- Click Add Note to this page and then click Save

RWES Training – Creating Client
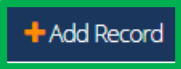
- Click on the Clinical tab then click Add Record if needing to manually update. Otherwise EHARS should match and add the CD4 Count.

| Contact | Demographic | Enrollment | Clinical | IAP | Dental | Services | Acuity |

Client Name : Test M McTest

Case Manager

Enroll | Recertify | Dismiss | Deny | Change MCM | Submit | Print | Print IAP | Print Dental

Clinical History

+ Add Record

CD4 Date	CD4 Count	Viral Load Date	Viral Load Count

RWES Training – Creating Client

- Click on the IAP tab then click Edit to add IAP information.
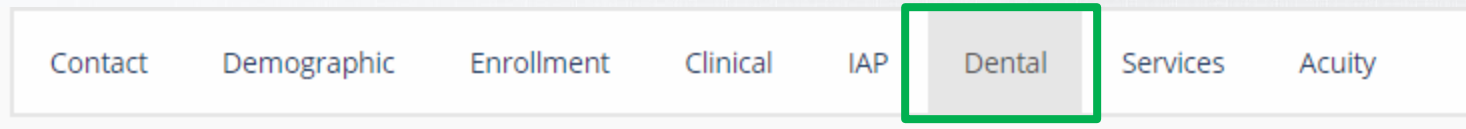
RWES Training – Creating Client

- Currently Dental information is handled in Guardian system, so nothing needs to be done on the Dental tab.

RWES Training – Creating Client

- Click Services.
- Click Add Services

Home / Client Application / Edit Enrollment

| Contact | Demographic | Enrollment | Clinical | IAP | Dental | Services | Acuity |

Client Name : Test M McTest   **Case Manager :**

Enroll | Recertify | Dismiss | Deny | Change MCM | Submit | Print | Print IAP | Print Dental

Services View

+ Add Services

RWES Training – Creating Client

- After clicking Add services another box should appear. Select the Service Action to Receiving Service and to the right select what Services you are turning on for the client. Then Add Note and Save when completed

Add Services

Service Action*	Services*	Action Date* 4/15/2021
Receiving Service ▾	Insurance Assistance ▾	

Notes

Add Note

⊕ Back   💾 Save

RWES Training – Creating Client

- Once a Service has been added it will say Receiving Service on the screen. If needed add additional services by clicking Add Services and following steps on previous page.

Service Page Saved successfully!

Enroll | Recertify | Dismiss | Deny | Change MCM | Submit | Print | Print IAP | Print Dental

Services View

+ Add Services

Action	Services	ActionDate	
Receiving Service	Insurance Assistance	4/15/2021	Edit

RWES Training – Creating Client

- Currently nothing is being added with the Acuity tab.
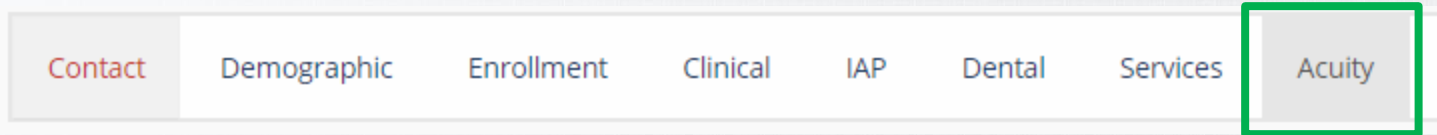
RWES Training – Creating Client

- To send your New Application to the State for Approval make sure all information has been filled out and the pages saved.
- Click the Submit button.

Change MCM | Submit | Print | Print IAP | Print Dental

Enrollment View

Edit

RWES Training – Creating Client

- After clicking Submit you will be taken to a new screen where you must click the Print button to print a copy for your records.

RWES Training – Creating Client

- After clicking print a copy of the application will be downloaded for printing. Make sure to print this out for your files
- Then click Submit to submit New Application to the State.
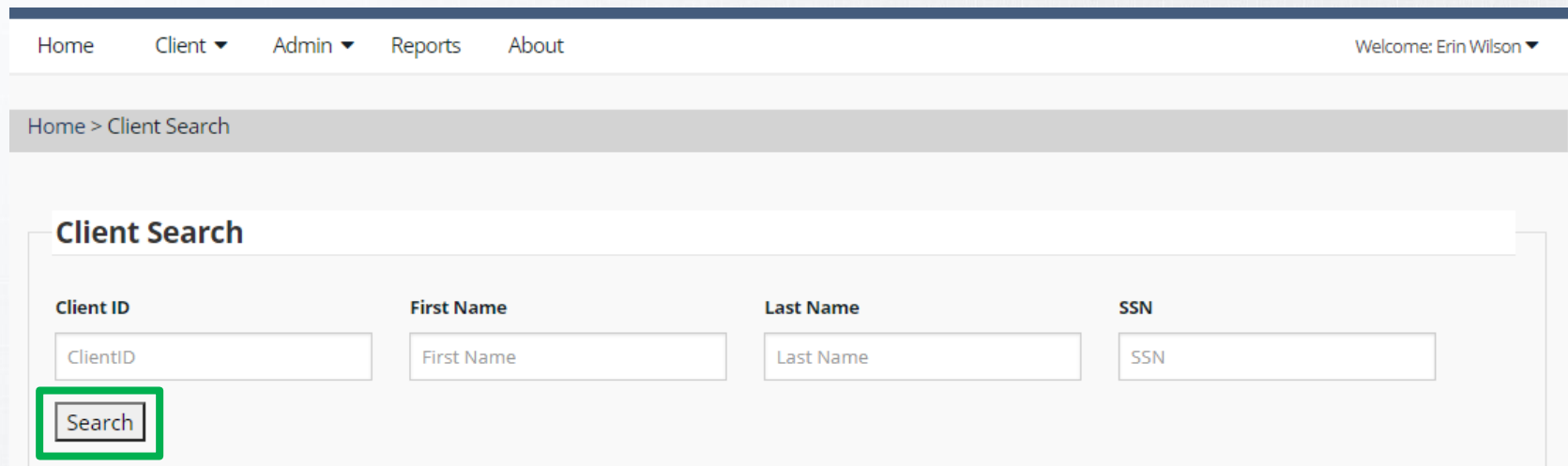
Home / Client Application / Submit Application

Continue

If you have not printed the application yet please do so before su

💾 Print   💾 Submit

🔴 1020285.pdf   ∧

RWES Training – Search for a client

- To search for a client, click on Client in the top left and then click Client Search.
- You can search for a client with any of the information below. Once Client Search has been filled out click Search button to look for the client in RWES.

RWES Training – Searching for a client

- Once you click Search you should have a list of clients that meet the search information. Click view to the left of the clients RWES number to go into the record.

RWES Training – Updating Information

- After clicking the RWES number to the left you will be taken into the client's application.
- Always check to make sure the information is for the correct person.

RWES Training – Updating Information

- Click Edit button to edit information on this page
- If you don't see the edit button, the client isn't assigned to you. (See How to change case managers.)

RWES Training – Updating Information

- Please note the Client ID number cannot be changed. Otherwise click on the appropriate box to update client's information on Contact page
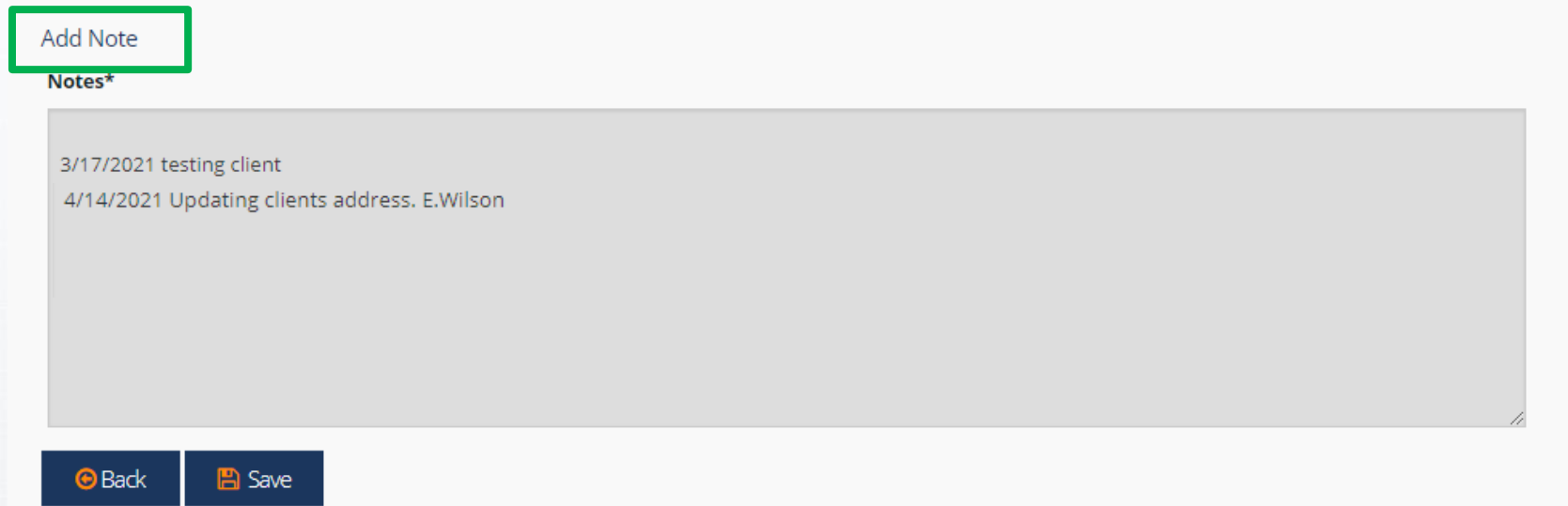
Client ID 1020285

SSN*

Date of Birth*
5/5/1955

First Name*
Test

Middle Name
Mname

Last Name*
Test

Suffix
Suffix

Physical Address

Address line 1*
710 james robertson parkway

Address line 2
Address2

City*
nashville

State*
Tennessee

Zip*
37243

County*
Davidson

Agency*
Nashville CARES

Primary Phone
(123) 485-9999

Alternate Phone
(615) 777-5555

Email Address
test@mctestergmail.com

Preferred Contact Method
Email

45

RWES Training – Updating Information
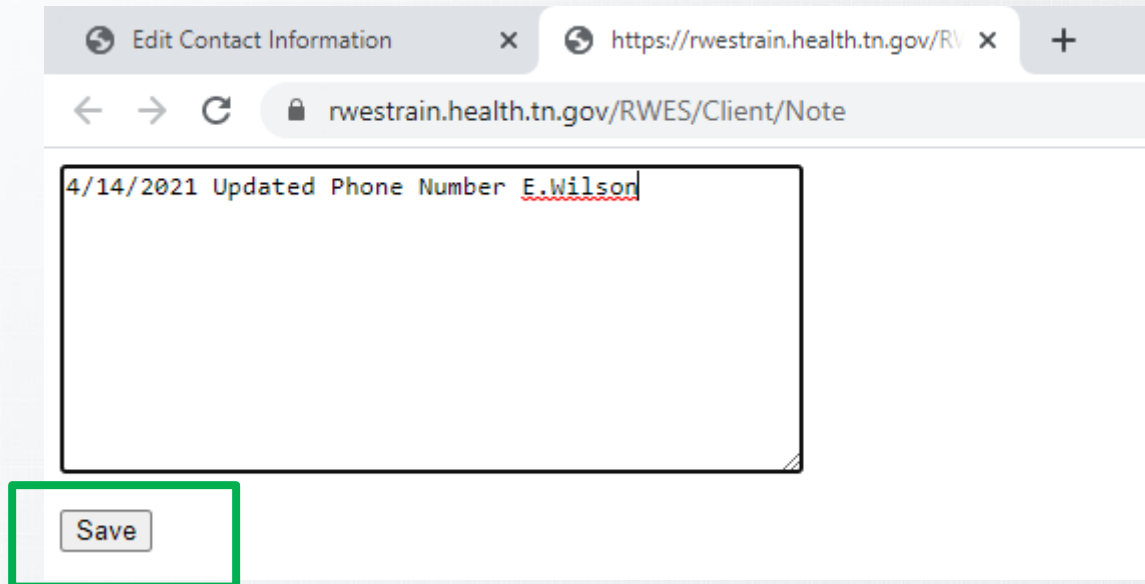
- Once you have finished updating information click Add Note.
- Make sure to date and sign your notes to make sure current information is shared on application information

RWES Training – Updating Information

- When you click Add Note it will take you to a second tab to add note.
- Once note is entered click Save.

RWES Training – Updating Information

- Once you have completed updating a page click the Save button.

Add Note

Notes*

3/17/2021 testing client
4/14/2021 Updating clients address. E.Wilson
4/14/2021 Updated Phone Number E.Wilson

⊕ Back   💾 Save

RWES Training – Updating Information

- You can use the edit button to update information on all tabs. Simply click the next tab you need to go into at the top of the application.

- Remember to add a note, date/ sign the update, then save the page.

Home / Client Application / Edit Contact

| Contact | Demographic | Enrollment | Clinical | IAP | Dental | Services | Acuity |

RWES Training – Updating Information

- After all updates have been made go to the enrollment section, click Edit and under the Reason for Application select Update.
- Then add a note with date, what was updated, and name.
- Click Save.

RWES Training – Submit Change to State

- To send your updated to the State for Approval make sure all updates have been made and the page saved.

- Click the Submit button.

Change MCM | Submit | Print | Print IAP | Print Dental

Enrollment View

Edit

RWES Training – Submit Change to State

- After clicking Submit you will be taken to a new screen where you must click the Print button to print a copy for your records.

Home / Client Application / Submit Application

Continue

If you have not printed the application yet please do so before submitting.

💾 Print   💾 Submit

RWES Training – Submit Change to State

- After clicking print a copy of the application will be downloaded for printing.
- Then click Submit to submit changes of application to the State.

RWES Training – Recert or Renroll Client

- If you are needing to reenroll or recertify a client after verifying all the information in RWES is correct go to the enrollment tab and click Edit

Contact	Demographic	Enrollment	Clinical	IAP	Dental	Services	Acuity

Client Name : Test Test   Case Manager :

Change MCM | Submit | Print | Print IAP | Print Dental

Enrollment View

[✎ Edit]

Client Status*	Reason for Application*	Application Date	Application Approval Date
Active	Enrollement	4/12/2021	4/12/2021

MCM Recertification Submit Date	Recertification Approval Date	Original Application Date	Date Disenrolled from program
		3/17/2021	

Reason for Disenrollment	Agency*	Action Required Date	Action Required Note
	Nashville CARES		

RWES Training – Recert or Renroll Client

- Please note the client must be active for a recertification to take place.
- If a client is inactive they will have to be reenrolled.

Enrollment

Client Status*	Reason for Application*	Application Date	Application Approval Date
Active	Recertification	4/12/2021	4/12/2021

MCM Recertification Submit Date	Recertification Approval Date	Original Application Date	Date Disenrolled from program
		3/17/2021	

Reason for Disenrollment	Agency*	Action Required Date	Action Required Note
---Select ReasonforDisenrollment▾	Nashville CARES		

Insurance Assistance Received*	Insurance Assistance Type	Insurance Premium Amount	Health Insurance*
Applying	Full premium payment	0	Medicare Part D

Insurance Effective Date	Plan Activation Date

RWES Training – Recert or Renroll Client

- Clients are certified for six months at a time.

- Clients must be disenrolled after six months has passed.

- Clients can recertify 45 days before their final recert date to ensure they remain on Ryan White Program.

- Be sure to add note at bottom of enrollment page that you are recertifying or reenrolling a client.

- Save the page

- Then Submit the page to the state to approve changes. (Previously shown how to submit to State pages 51-53)

4/14/2021 Recertifying client. e.wilson

Change MCM | Submit | Print | Print IAP | Print Dental

Add Note

Back   Save

RWES Training –Disenroll a Client

- To disenroll a client go to the Enrollment tab.
- Click Edit
- Select Inactive from Client Status
- Select Disenroll from Reason for Application
- Select the reason for Disenrollment
- Add a note with date, reason for disenroll, and name
- Click Save and then submit to State (Steps to submit to state page 51-53)

Edit Enrollment Information

Enrollment

Client Status*	Reason for Application*	Application Date	Application Approval Date
Inactive ▾	Disenroll ▾	4/12/2021	4/12/2021

MCM Recertification Submit Date	Recertification Approval Date	Original Application Date	Date Disenrolled from program
		3/17/2021	

Reason for Disenrollment	Agency*	Action Required Date	Action Required Note
Did not recertify ▾	Nashville CARES		

TN

RWES Training – Changing Case Manager

- To change the Client's case manager go into the client's file, click on the View button to the left of their name in blue.

Client Search

Client ID	First Name	Last Name	SSN
ClientID	test	test	SSN

Search

	ClientId	Client Name	Assigned MCM	Contact	City	DOB
View	1020273	Testing t test				
View	1020275	test te test				
View	1020285	Test Test				
View	1020218	test1 test2				
View	1020219	test1 test2				
View	1020272	Testy Test Tester				

Showing 1 to 6 of 6 entries

Previous | 1 | Next

RWES Training – Changing Case Manager

- Once in the Client's application click on Change MCM.

RWES Training – Changing Case Manager

- To switch the record, select the new case manager the Client should be assigned to underneath the NewMCM dropdown then click Change.
- The Client should now be assigned to the new case manager in RWES.